

ABOUT THIS GUIDE...

The Quality Center Staff wishes to thank each of you who called or wrote to give us your ideas for improving the Process Improvement Guide. While no one book can answer all the questions or situations that may come up as you try to implement Total Quality, we have tried to use as much of your feedback as possible.

Hopefully, we've done a good job of listening and this edition will prove more "user friendly" than the original. Over 10,000 copies of the first edition have been distributed throughout the Coast Guard. It is being used to conduct Quality Awareness courses, by workgroups and QATs involved in problem-solving and improvement activities, and in the Measurement course. It has proven useful to Coast Guard members at all types of units and levels of command.

Successful implementation of the principles and practices of TQM will continue to require each of us - from Flag Officer to Seaman - to be "continuous learners." We have to keep challenging our basic assumptions about how we perform our day-to-day jobs. We need to constantly ask ourselves, "Why?"

Adopting the philosophy of TQM requires teamwork. **You cannot do Quality alone!** We encourage you to share your lessons learned, resources, books and talents with one another.

Good Luck! We'll be looking for you somewhere along the journey to Quality.

the Quality Center Staff